

21 JAN 1977

Executive Registry
76-5862/A

3, GSA

Mr. T. D. Puckorius, Commissioner  
Automated Data and Telecommunications Service  
General Services Administration  
Washington, D. C. 20405

Dear Mr. Puckorius:

Your letter of 14 December 1976 to the Director, relative to support of installed Xerox automatic data processing equipment (ADPE), has been referred to my office for reply.

Please be advised that this Agency does not own or lease Xerox ADPE; and, therefore, a negative report is submitted.

Your concern on our behalf is appreciated.

Sincerely,

Signed: James H. McDonald

James H. McDonald *HP*  
Director of Logistics

cc: ✓ ER  
DD/A

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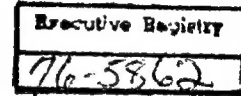
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*Automated Data and Telecommunications Service  
Washington, DC 20405*

SEP 14 1976



Honorable George H. Bush  
Director, Central Intelligence Agency  
Washington, DC 20505

Dear Mr. Bush:

This letter concerns potential problems as they relate to installed Xerox automatic data processing equipment (ADPE). If such equipment is currently in use in your agency, and if you need our support to ensure continued long-range service for the planned systems-life of the equipment, the cooperation of your staff will aid our efforts in determining and providing for your future needs.

Earlier this year, the Xerox Corporation discontinued its main-frame computer operations. Subsequently, Xerox entered into an agreement with Honeywell Information Systems (HIS) under which HIS, for all practical purposes, became the replacement source for Xerox ADPE and related services. This agreement, however, did not provide adequately for Government equipment maintenance requirements, since it fails to impose any obligations upon Honeywell to contract with the Government to sell spare/repair parts, or to maintain the personnel resources or the technical capabilities to accommodate the Xerox ADP customer base.

In our view, the above cited shortcomings potentially jeopardize the productive use of installed Xerox ADPE for the planned systems life of this equipment. Should Honeywell refuse to contract with the Government, under the ADP Schedule or otherwise, there may be no other viable supply source for continuing rental and/or meeting the Government's maintenance needs. If Honeywell were to reduce or discontinue their support of Xerox equipment, either by choice or of necessity, it could result in the availability of only sub-standard or partial services, or even no services at all. In a relatively short period of time, the lack of a viable source for repair parts would render unusable those Xerox systems which for years have been maintained by in-house Government personnel or third parties.

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Our concerns about this matter and its potential impact on our ability to use approximately 300 Xerox ADPE systems that were acquired at a substantial investment of taxpayer dollars have been conveyed to the Xerox Corporation, along with requests that they ensure that supply sources will continue to be available for our needs. The Xerox Corporation has indicated a willingness to consider, and to be responsive to, reasonable Government requests.

Our efforts thus far have concentrated on the problems of spare/repair parts, since we are on notice by agencies that such needs extend for up to seven more years. It is important, however, that the Government's comprehensive, long-term needs for all Xerox ADPE and services be made known. On the matter of spare/repair parts, Xerox has agreed to be responsive, but has requested data that defines the Government's needs by appropriate nomenclature, the part numbers and the annualized usage for the planned systems-life.

To the extent possible, this type of specific input is needed from all installations that have Xerox ADPE, for all requirements, including rental, maintenance and repair services. Xerox states that their records applicable to Government installations are either incomplete or inaccurate, and therefore cannot be relied upon for the stated purposes. In addition, they claim to have no knowledge of Xerox ADPE that has been acquired from other sources, that has been relocated, or that has been attached to or used with ADP systems other than those of their manufacture and therefore are no longer maintainable under standard maintenance procedures, etc. We also do not feel that information contained in the GSA-maintained ADP Management Information System (MIS) should be relied upon, since these data frequently fail to include current planned discontinuation dates for rented equipment. The MIS also does not indicate whether rented ADPE is likely to be converted to purchase, which is pertinent for our purposes.

Accordingly, if you desire or need our aid for continued Xerox service, we would appreciate your identifying, on the enclosed format, all Xerox ADPE installed in your agency by current site, configuration, and considered estimate of your parts requirements. In the event that you cannot supply detailed parts data, please complete the forms to the extent possible.

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We would appreciate receiving your reply by February 25, 1977.

For additional information regarding this Xerox equipment maintenance program, contact Mrs. R. S. Berry on 202-566-1106.

Sincerely,

A handwritten signature in cursive script, appearing to read "T. D. Puckorius".

T. D. PUCKORIUS  
Commissioner

Enclosures

## XEROX EQUIPMENT REQUIREMENTS

 AGENCY \_\_\_\_\_  
 Name and Phone of Contact \_\_\_\_\_
A. GOVERNMENT-OWNED XEROX EQUIPMENT WITH CURRENT OR PROPOSED IN-HOUSE MAINTENANCE:

Model No.	Nomenclature	Site (complete address)	Repair Part No.	Estimated Requirements Per Year	Total No. of Years Required
**	**		**	**	**

B. GOVERNMENT-OWNED XEROX EQUIPMENT UNDER HONEYWELL OR OTHER CONTRACTOR MAINTENANCE:

Model No.	Nomenclature	Site (complete address)	Repair Part No.	Estimated Requirements Per Year	Contractor's Name and Address	Total No. of Years Required

C. XEROX EQUIPMENT RENTED FROM HONEYWELL OR OTHER CONTRACTORS:

Model No.	Nomenclature	Site (complete address)	Repair Part No.	Estimated Requirements Per Year	Contractor's Name and Address	Planned Purchase Conversion Date	Planned Discontinuation Date	Total No. of Years Required

\*See attached sheet for additional instructions.

## \*\*EXAMPLE:

8612A	Sigma 9 Sys/ Multipro- cessing Option Incl. 7700 Interprocessor Interrupt, 7710 DIO Bus-sharing adapter, and all 8610 features except MIOP & memorv.	GSA-ADTS 18th & F Sts., NW, Wash- ington, DC 20405	as appli- cable	5	7			
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Additional Instructions for Submission of Xerox Equipment Requirements:

1. Number of Copies: Submit in original and one copy.
2. Manner of Submission: To facilitate submission, requirements from any specific agency need not be consolidated.
3. Negative reports are required.
4. Submit requirements to:

Mrs. R. S. Berry  
Contracting Officer  
GSA  
18th & F Streets N.W., Rm. G-13  
Washington, DC 20405

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REMARKS:  1. FYI 2. RETURN FOR ER FILE.		
FROM:		
ROOM NO.	BUILDING	EXTENSION

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